



# PROVIDER INQUIRER

November 1<sup>st</sup>, 2004

<http://www.michigan.gov/mdch>

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## HIPAA Update

Within the last year the healthcare industry has been working hard to improve according to HIPAA regulations and mandates. November 1, 2004 marks a very important HIPAA regulation for Michigan Medicaid. As announced in the July 2004 [Letter L04-19](#) HIPAA Update, Michigan Medicaid along with Blue Cross Blue Shield and only accept the ANSI X12 837A1 for professional, institutional, and dental electronic claims.

If you are an electronic submitter and you are currently not using the ANSI X12 837AI format, please view the information at our website. This information details the necessary steps for testing and submitting HIPAA compliant claims.

Please visit [www.michigan.gov/mdch](http://www.michigan.gov/mdch) >> Providers >> HIPAA >> HIPAA Implementation Materials. Information within the HIPAA website includes:

- ✓ B2B Testing Instructions
- ✓ Clarification Documents
- ✓ Companion Guides
- ✓ Presentations

Another important HIPAA date in the future for Michigan Medicaid is January 2005. Michigan Medicaid has a goal of January 2005 in which the only electronic response that Michigan Medicaid will provide will be the 835. The 835 is an electronic Remittance Advice (RA), which will supply the reason and remark codes. Currently MDCH has a crosswalk posted at our HIPAA website. Michigan Medicaid suggests that providers start receiving the 835 so you will be familiar with these codes in the future.

To sign up for the 835, please fax your request on company letterhead to (517) 335-5570, Attn: 835 Transactions. Make sure to include the Provider Tax ID, Service Bureau ID and a contact name and number for the responsible party. At this time the only requests that will be accepted are from the providers directly. If you have any questions about any electronic transactions, please submit an email to [AutomatedBilling@michigan.gov](mailto:AutomatedBilling@michigan.gov).



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**What's  
New**



## Provider Inquiry Unit

The Provider Inquiry Unit has added several new staff members. This area responds to all calls, voicemail, and emails submitted for all providers that bill Michigan Medicaid. There are currently over 59,000 active Medicaid providers.

Earlier this year many providers were waiting 30 – 45 minutes to speak with a Michigan Medicaid representative. At that time we only had 5 representatives to respond to all provider questions. As of September 1<sup>st</sup>, there are now 12 trained representatives that are answering these questions. This has dramatically decreased the waiting period on the phones.

With the influx of staff it is now recommended that all of your billing questions be referred to the Provider Inquiry line at 1-800-292-2550. The Provider Inquiry Unit feels that this is the best way to receive helpful information and get the personal one on one communication.

There are also many benefits to calling into the Provider Inquiry line. You have different options where you can get information on eligibility or change other insurance information. If Medicaid has any important messages, they will be mentioned up front automatically through the answering system. We know you will have a great experience with the new staff members and they look forward to hearing from you. As always, when you are calling about questions on claims, please have the Remittance Advice and claim information in front of you.

## Change of Address

If you have moved or are thinking about moving, please remember to notify MDCH. The Provider Enrollment Unit must be contacted to correctly update your address in our system.

### **To contact the Provider Enrollment Unit:**

Phone: (517) 335-5492

Fax: (517) 241-8233

Address:

Provider Enrollment Unit

P.O. Box 30238

Lansing, MI 48909

Please be sure to include the Medicaid Provider ID number along with any notice.



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## Warrant Roll-Up

Effective September 1<sup>st</sup>, 2004, Michigan Medicaid began the new Warrant Roll-Up system. The Warrant Roll-Up system submits one check per tax ID number instead of per provider ID number. This new Warrant Roll-Up system is expected to provide over one million dollars in cost savings for the State of Michigan per year.

Since the initial change to the system, everything has been working effectively. There has not been any change made to the Remittance Advices (RAs). Individual providers will still receive their RAs as they have in the past. The only difference is that the check will not be in the same envelope as the RA.

Warrant Roll-Up now requires that all tax IDs must be on the Vendor Registration System. Currently we have only 60 tax IDs that are not registered with our Vendor Registration System, or the Vendor Registration information is not equivalent to the Provider Enrollment information. If you are not receiving warrants and you believe that this may be the issue, please contact our Provider Inquiry Line.

All new providers that are enrolling in the Michigan Medicaid system **must** register on the State of Michigan's Vendor Registration System first. This system will now be responsible for distributing the 1099's during tax season. To complete the registration:

- ✓ Make sure to have your Tax number or Social Security number available when registering on the Vendor Registration System.
- ✓ Go to: <http://www.cpexpress.state.mi.us>
- ✓ You will be asked to setup your own user ID. This will be needed for any future transactions on the Vendor Registration System.
- ✓ Follow the step-by-step instructions to complete the Registration Process.

If you have trouble with the registration, please call (888) 734-9749 or (517) 373-4111.

**If you have an old tax ID and a new tax ID, please do not end date the old ID until you have all your accounts resolved. You may have two tax IDs open at the same time until you resolve your old accounts.**

## Billing Questions

If you have any Medicaid Billing Questions, please contact our Provider Inquiry Area at:

Toll Free Number:  
1-800-292-2550

**\*Please make sure to have your Remittance Advice and claim information ready.**



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## Provider Inquirer Ideas

The Michigan Department of Community Health has received many valuable comments and suggestions about our website and Provider Inquirer. If you have any questions or comments about the Provider Inquiry Newsletter or our website, please email them to: [ProviderSupport@michigan.gov](mailto:ProviderSupport@michigan.gov), with the subject line of Newsletter or Provider Updates.

Also, please be sure to frequently check out the Provider Updates link on our website for important information. We are continuously adding new information and links to that webpage.

To view the Provider Updates webpage, go to: [www.michigan.gov/mdch](http://www.michigan.gov/mdch) >> Providers >> Information for Medicaid Providers >> Provider Updates

## Trading Partners E-Mail Service

The trading partners e-mail service is a great way to get connected to Michigan Medicaid. Currently this is our only email notification for Michigan Medicaid. We are suggesting that all Medicaid providers subscribe to the trading partners email service.

The great thing about the trading partners email service is that it's free, easy to join and organized by provider type. If you sign up, you can only sign up to the listing that is specific to your provider type, or you can sign up for all. You do not need to have a login or a password, you will just need to give your name and email address. When entering your name information, please be sure to include a first and last name. No other information is required.

Once you subscribe, you will receive free email notifications about the latest updates, training opportunities, policy changes and much more.

To subscribe or unsubscribe at any time, please visit: [www.mihealth.org/tp/subscribe.aspx](http://www.mihealth.org/tp/subscribe.aspx).



## Happy Thanksgiving!

The State of Michigan offices will be closed:  
Thursday, November 11 – Veteran's Day  
Thursday, November 25 – Thanksgiving Holiday  
Friday, November 26 – Thanksgiving Holiday

